

## ABSTRACT

A system and method for providing a call back option to a customer of a call center.

According to one embodiment, the system includes a telecommunications switch and an

automatic call distributor in communication with the telecommunications switch via first and

5 second communications links. The system also includes means for providing the customer with

a call back option in response to a first call from the customer, wherein the first call is routed to

the automatic call distributor by the telecommunications switch over the first communications

link, and means for establishing a second call between the automatic call distributor and the

customer over the second communications link when the customer accepts the call back option.

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